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**CENTRAL FAX CENTER**  
**MAR 06 2006**

Date: 3/6/06

Application: 09/898,686  
Attention LIE: Examiner: Daniel Lastra

To: Daniel Lastra FAX 571 273-8300  
Direct FAX 571 273-6720

From: William Kish FAX 925 376-0665

Pages: 3

Re: Definitions

Dear Mr. Lastra:

I am sending the definitions now so claims 15-26 are clear to you.

I intend to amend the work after your Office Communication and add the October 8<sup>th</sup> 2006 Related Art, this was not added to my November 28<sup>th</sup> 2006 amendment. And, FIQ. 2 Work Shift Event will be supported with New FIQ 2A and FIQ 2B based on claims 15 and 18. The drawings will be amended after your Office Action of claims 15-26 along with Related Art, Definitions, amended text supporting claims 15-26.

I am mailing this communication on Monday 3/6 to:  
P.O. Box 1450  
Alexandria, VA 22313-1450

Please call me at 925 250-9450, if you have any thoughts or questions.

Sincerely,

Bill Kish

### Definitions

(New) The term "equity account" as used herein is an employee file where the business equity unit is recorded.

(New) The term "requirement" as used herein is the work shift, employee plan, employee goal or objective, budget, sales quota, email solicitation quota, customer retention quota or any business procedure based on the sponsor company guideline for employee activity.

(New) The term "work shift demand" as used herein is the Unit business activity. The demand is current or forecast. In the restaurant industry, customer reservations can be used to determine demand for a work shift.

(New) The term "skill classification" as used herein is determined by the employee's work knowledge, understanding and experience. The sponsored company training program, employee term of employment, employee job assignments, employee job tasking are part or all used to determine the employee entitlement to perform his or her skills which skills are classified. The skill classification is used in the Identification Profile.

(New) The term "identifier" as used herein is a customer telephone number, a customer pass code, and sponsored company customer identification.

(New) The term "customer terminal" as used herein is a terminal connected to the portal and the network.

(New) The term "without bias" as used herein is assigning a customer to an employee within the sponsored company's specification of rules and policies.

(New) The term "independent actions" as used herein is employee actions used by the employee in customer acquisition, and employee relationships, research, business contacts; and community activities are outside of the work place which relationships and activities are employee associations and said relationship brings new customer acquisition within the work place.

(New) The term "assignment list" as used herein is a database of registered customers and eligible employees where employees rise to the top of the list. As new customers are registered, the work shift employee has a new customer acquisition. A customer may register independently by the sponsor company portal, by employees at physical point-of-sale contact, payment, service area, counters or other communication methods using email, telemarketing, and customer telephone solicitations. When assignment occurs, the employee will rotate and will be placed at the bottom of the assignment list.

(New) The term "point-of-sale" as used herein is the event when the employee receives the customer information.

(New) The term "book" as used herein is the employee current customer list which is assigned and acquired by the employee, recorded, stored in the Employee File Manager.